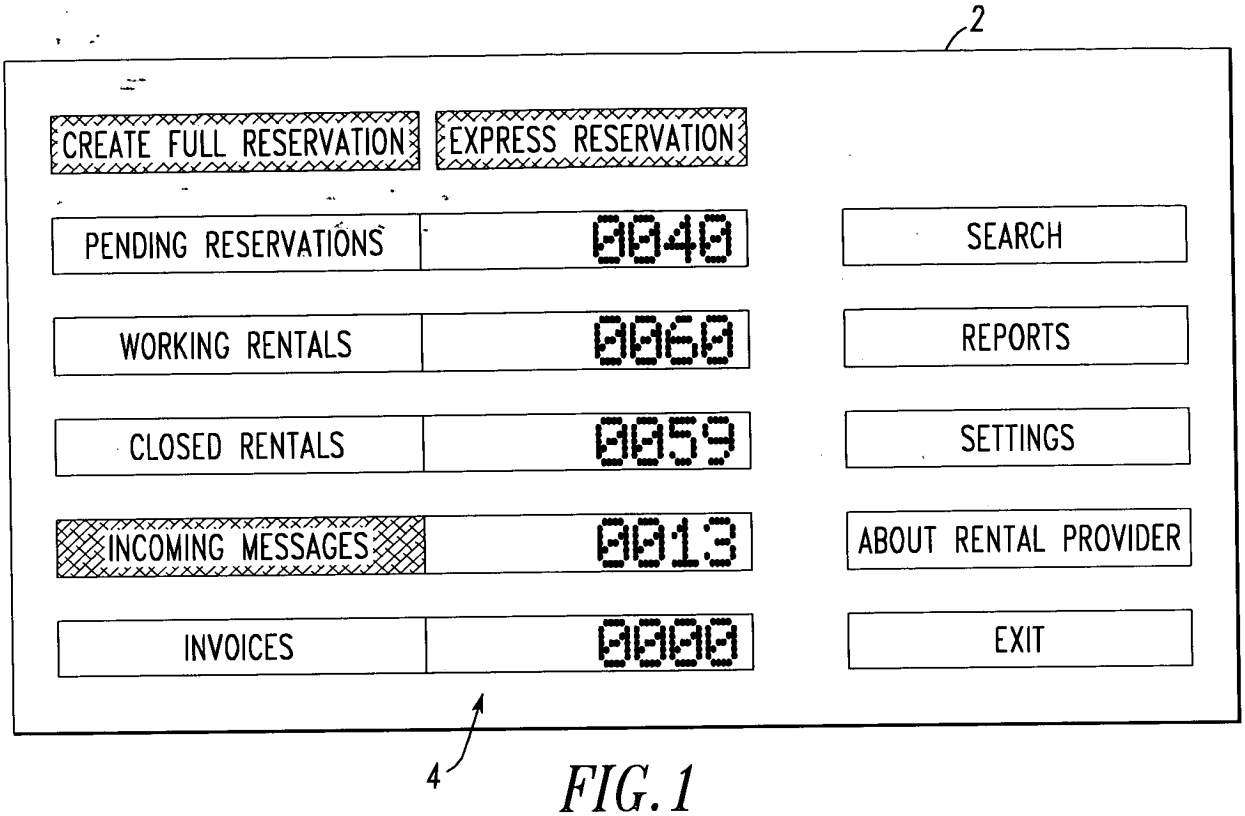


FIG. 1
PRIOR ART

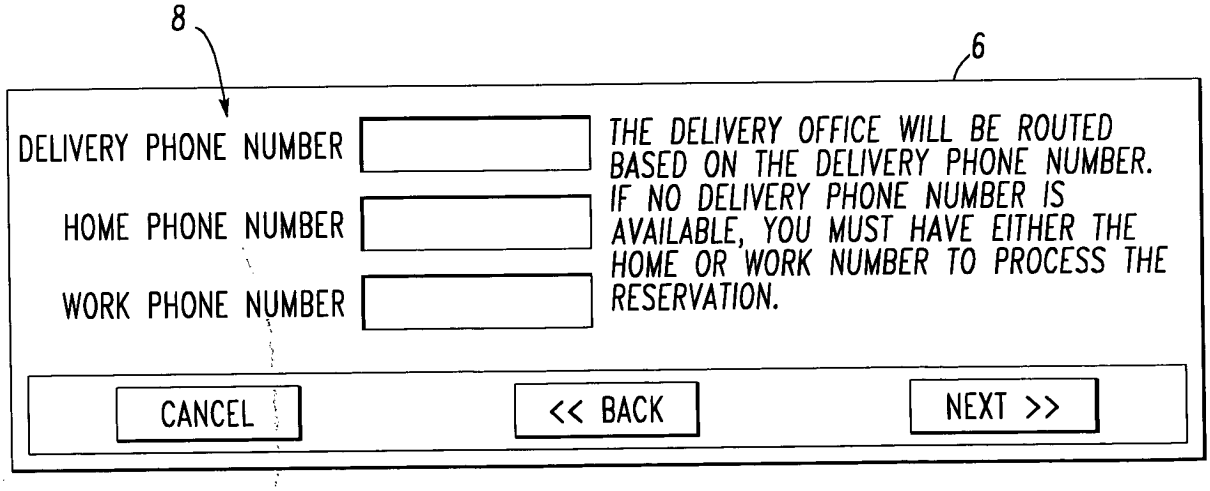


FIG. 2
PRIOR ART

TOSTTO 05599260

285277-00016

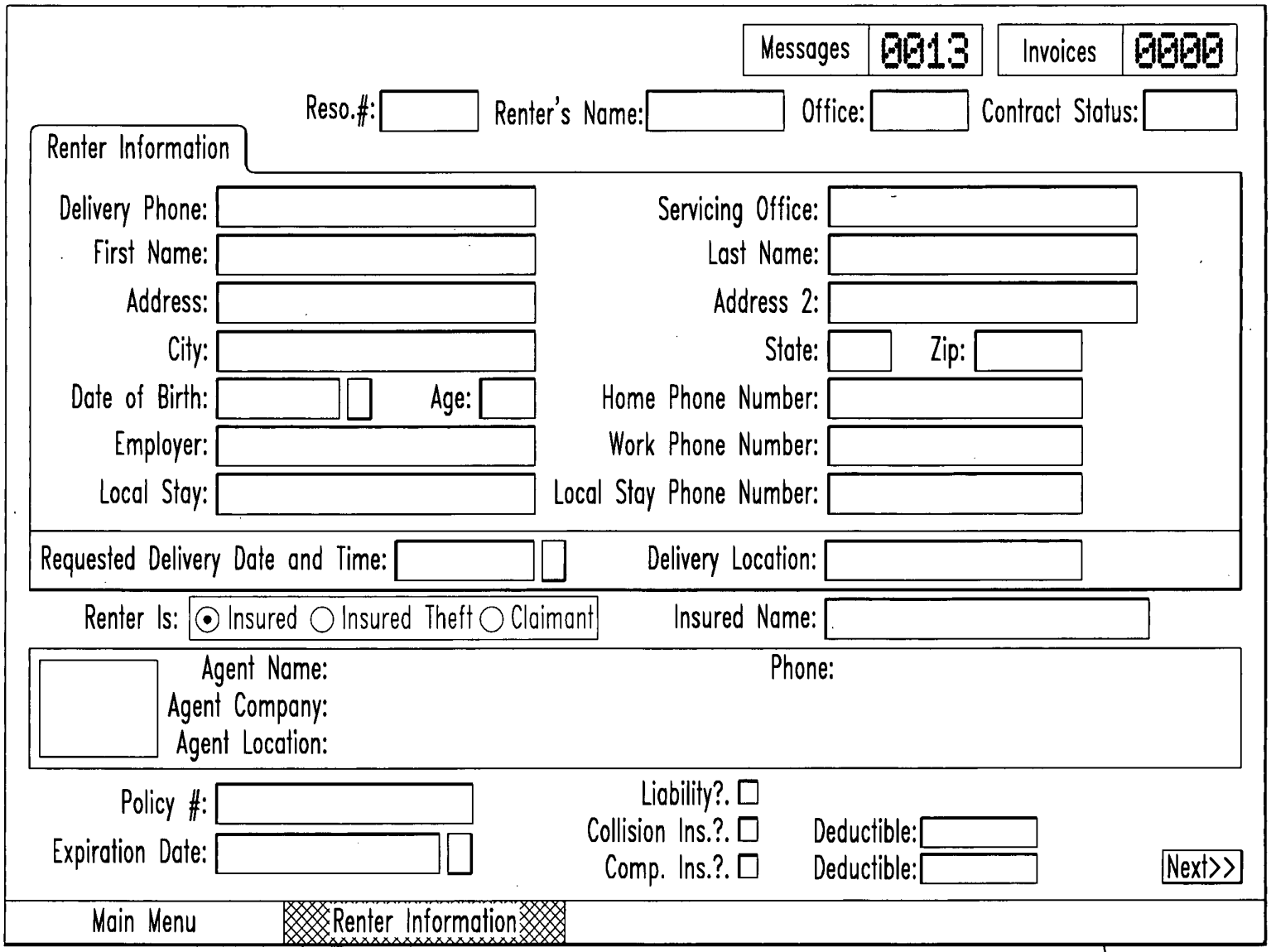


FIG.3
PRIOR ART

Search for a Rental

Print Grid

16 14 20 18 24 22 28 26 32 30

○ Reso Number: ○ First Name: ○ Date Out: ○ Contract Number: ○ Claim Number:

○ Bill To: ○ Last Name: ○ Date In: ○ Status ○ Office Number:

Renter's Last Name:

Reso Number	First Name	Last Name	Bill To	Claim Number	Office	Type	Contract	Status	Date Out	Date In
R5001-00000001	James	Morris	Nancy Spencer	P1088381	380-Flint	I	11896987	Invoiced	7/22/98	8/4/98
R5001-00000002	Kevin	O'Neil	Deonna Maiden	P1088352	23-Dayton	I	14169432	Active	7/23/98	
R5001-00000005	Bill	Haupricht	Tonya Schmitt	P1088410	378-Troy	I	11831362	Invoiced	7/22/98	
R5001-00000007	Herbert & Dorth	Rodenbach	Flora Bridges	P1111770	372-Ft.Wayne	I		<Pending>		
R5001-00000023	Zelma	Waymond	Zelma Waymon	P1086873	59-Columbus II	C	14233782	Invoiced	7/27/98	7/27/98
R5001-00000028	Vikas	Bhutada	Vikas Bhutada	P1111350	374-Southfield	I-SP	11779777	Active	7/24/98	

34 12

FIG.4
PRIOR ART

Working Rentals

Print Grid

28

○ Reso Number ○ First Name ○ Date Out ○ Contract Number ○ Claim Number
○ Bill To ◉ Last Name ○ Contract Status ○ Office Number

Renter's Last Name:

Reso Number	First Name	Last Name	Bill To	Claim Number	Office	Type	Contract	Status	Date Out
R5001-00000002	Kevin	O'Neil	Deonna Maiden	P1088352	23-Dayton	I	14169432	Active	7/23/98
R5001-00000028	Vikas	Bhutada	Vikas Bhutada	P1111350	374-Southfield	I-SP	11779777	Active	7/24/98
R5001-00000078	Susan	Rohrs-Poling	Mike O'Rourke	P1087848	74-Holland	C	13884197	Active	7/8/98
R5001-00000107	David & Connie	Cobb	Mary Frances Shephard	P1088243	384-Grand Rapids	I	11818460	<Terminated>	7/27/98

36

FIG.5
PRIOR ART

Incoming Messages

Print Grid

○ Reso Number ○ First Name ○ Date Out ○ Contract Number ○ Claim Number
○ Bill To ◉ Last Name ○ Date In ○ Contract Status ○ Office Number

Renter's Last Name:

Reso Number	First Name	Last Name	Bill To	Claim Number	Office	Type	Contract	Status	Date Out	Date In	Req Days
R5001-00000051	Bernice	Harris	Shenequa Dawson	P111382	374-Southfield	I	11779579	Invoiced	07/14/98	8/5/98	7
R5001-00000052	Anita & Michael	Barratt	Ray Haman	P0187278	374-Southfield	I	1778764	Active	7/7/98		3
R5001-00000053	Valdez	Rayford	Ray Haman	P1059733	374-Southfield	T	11783654	Active	06/30/98		10
R5001-00000056	Heather	Hardin	Nancy Spencer	P1058354	375-Warren 2	I	11791605	Invoiced	5/29/98	8/1/98	1

40

This rental needs to be extended 7 days for the following reason: Per Gordan, car is still being worked on, check back 8/4.

42 ACKNOWLEDGE 44 PRINT RESO MESSAGES

38

FIG.6
PRIOR ART

Closed Rentals

Print Grid

28

○ Reso Number ○ First Name ○ Date Out ○ Contract Number ○ Claim Number
○ Bill To ◉ Last Name ○ Date In ○ Contract Status ○ Office Number

Renter's Last Name:

Reso Number	First Name	Last Name	Bill To	Claim Number	Office	Type	Contract	Status	Date Out	Date In
R5001-00000001	James	Morris	Nancy Spencer	P1088381	380-Flint	I	11896987	Invoiced	7/22/98	8/4/98
R5001-00000023	Zelma	Waymond	Zelma Waymond	P1086873	59-Columbus II	C	14233782	Invoiced	7/27/98	7/27/98
R5001-00000039	Douglas	Ballantyne	Karen Nelson	46-359490	13 Columbus	C	13940537	Invoiced	7/14/98	7/29/98
R5001-00000060	Maria	Madellin	Shenequa Dawson	P1087534	376-Taylor	I	11845604	Invoiced	7/13/98	7/29/98

REPRINT INVOICE

46

FIG. 7
PRIOR ART

TO6TTO 05599260

285277-00016

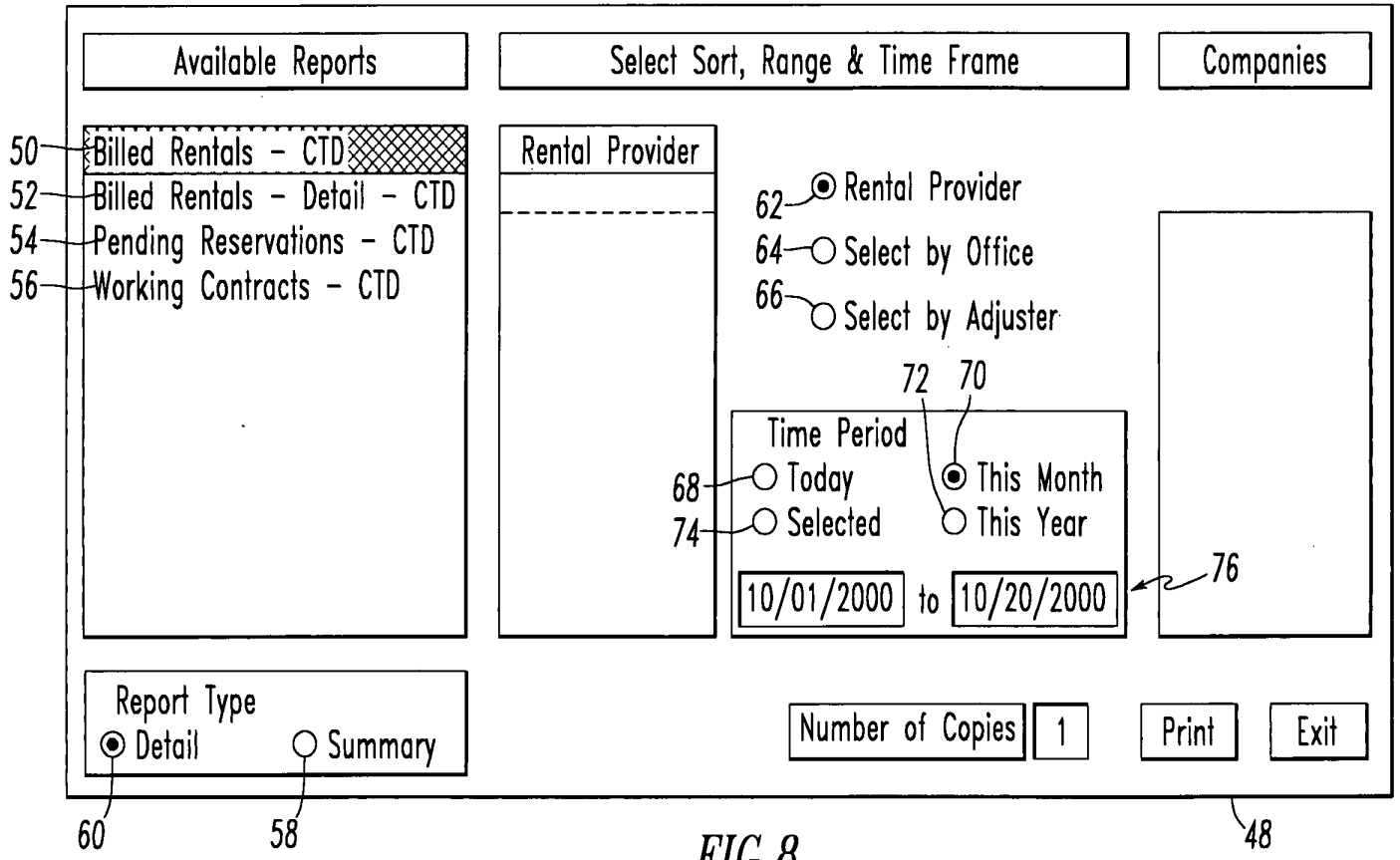


FIG.8
PRIOR ART

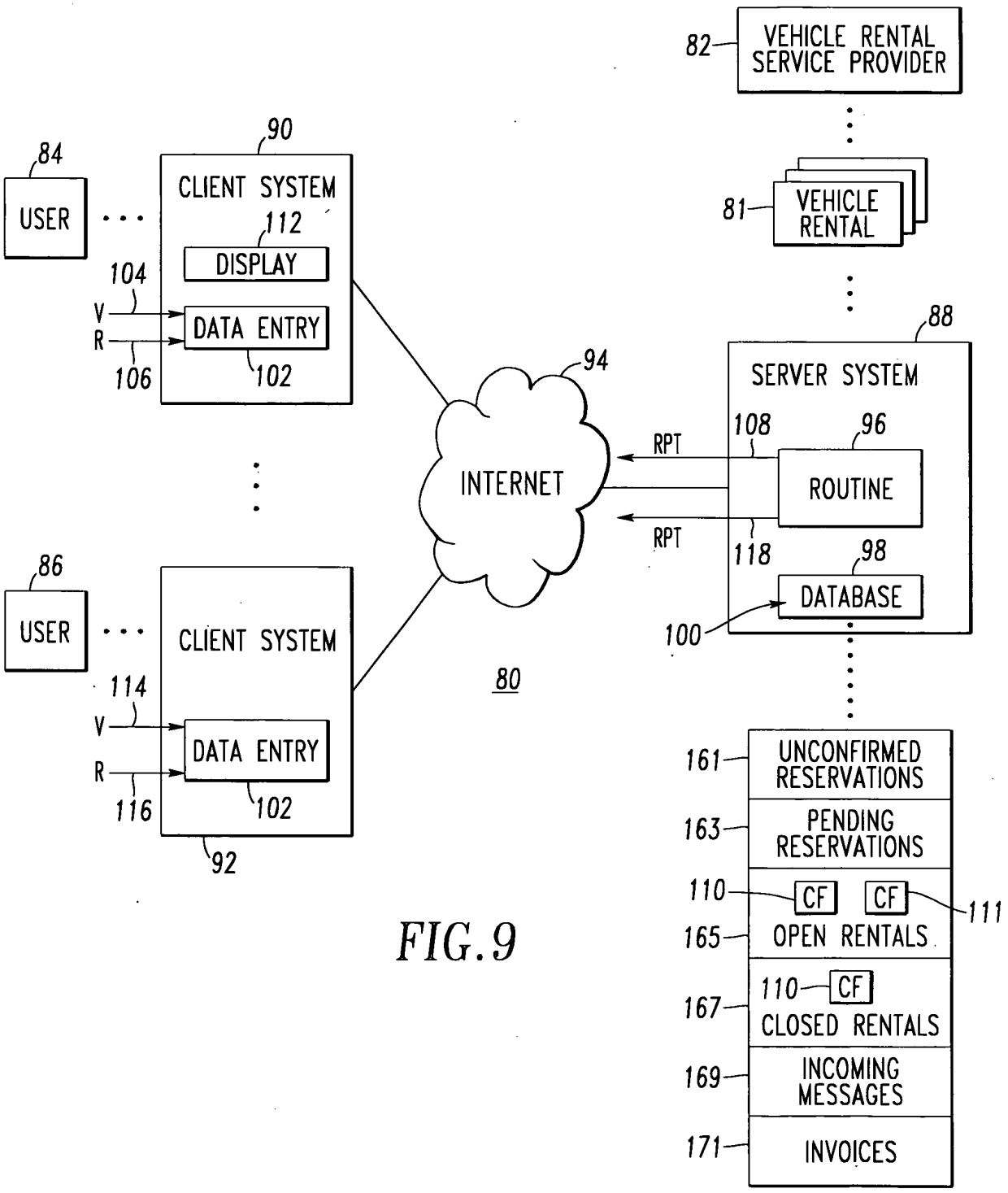

82
VEHICLE RENTAL SERVICE PROVIDER
81
VEHICLE RENTAL
88
SERVER SYSTEM
108
96
ROUTINE
RPT
RPT
118
98
DATABASE
100
94
INTERNET
80
84
USER
90
CLIENT SYSTEM
112
DISPLAY
104
V
R
DATA ENTRY
106
102
86
USER
CLIENT SYSTEM
114
V
R
DATA ENTRY
116
102
92
161
UNCONFIRMED RESERVATIONS
163
PENDING RESERVATIONS
110
CF
CF
111
165
OPEN RENTALS
110
CF
167
CLOSED RENTALS
169
INCOMING MESSAGES
171
INVOICES

FIG. 9

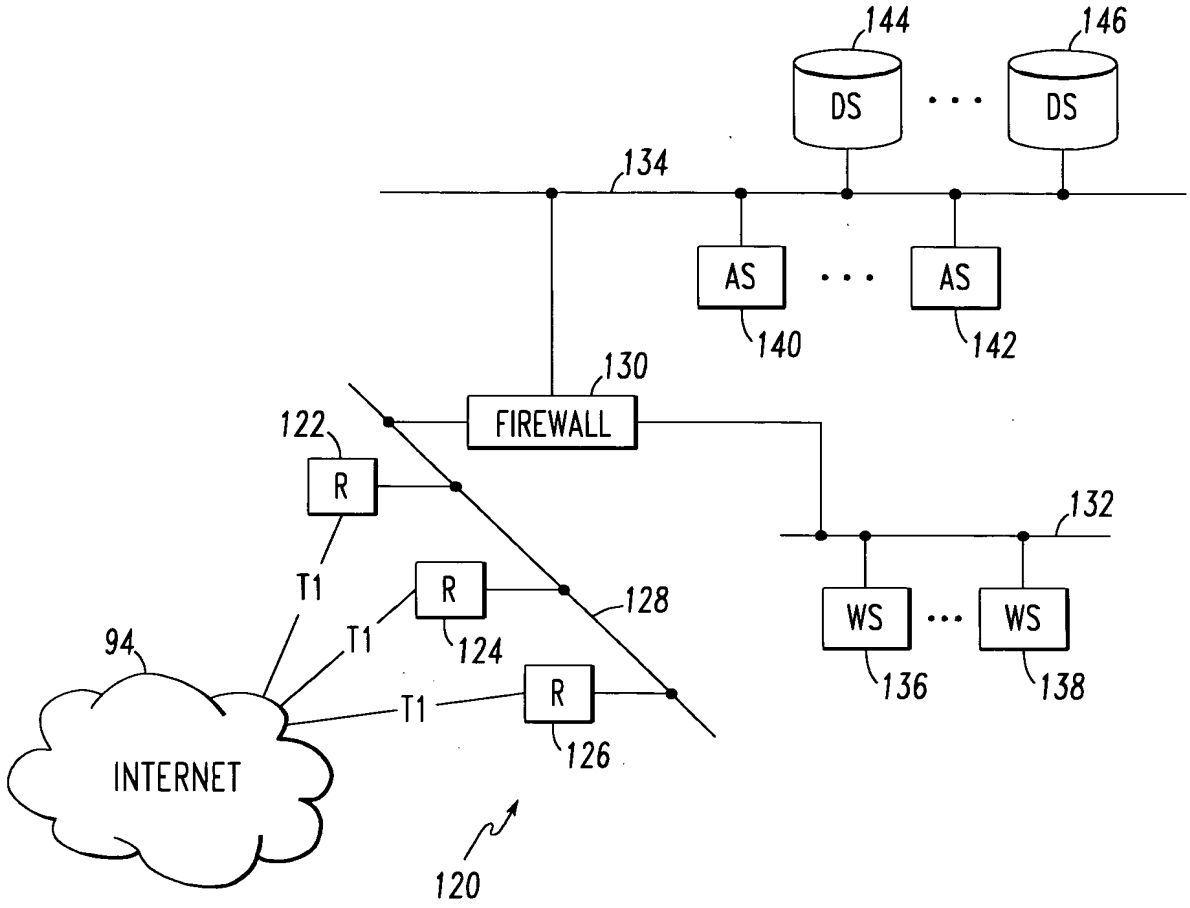

144
146
DS
DS
134
AS
AS
140
142
130
FIREWALL
122
R
132
T1
R
128
WS
WS
T1
124
136
138
94
T1
R
INTERNET
126
120

FIG. 10

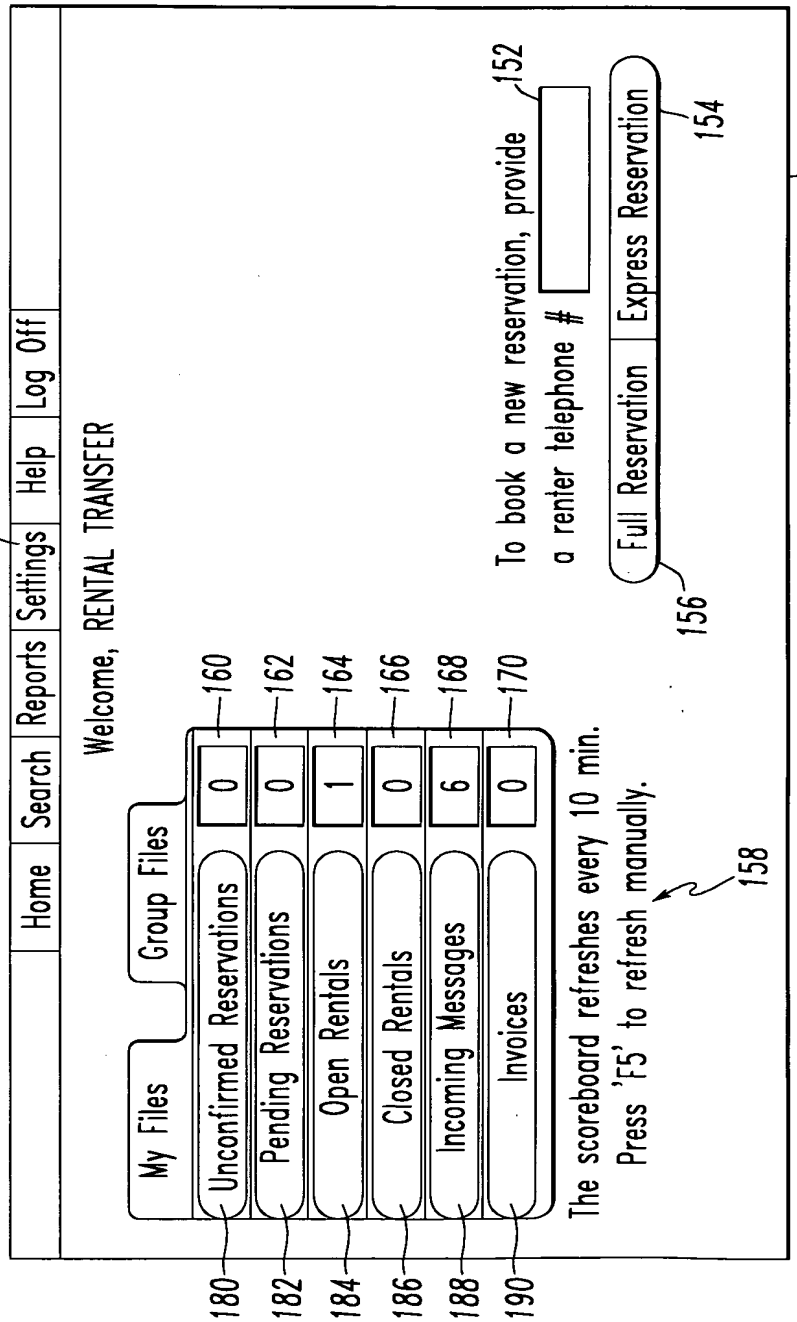
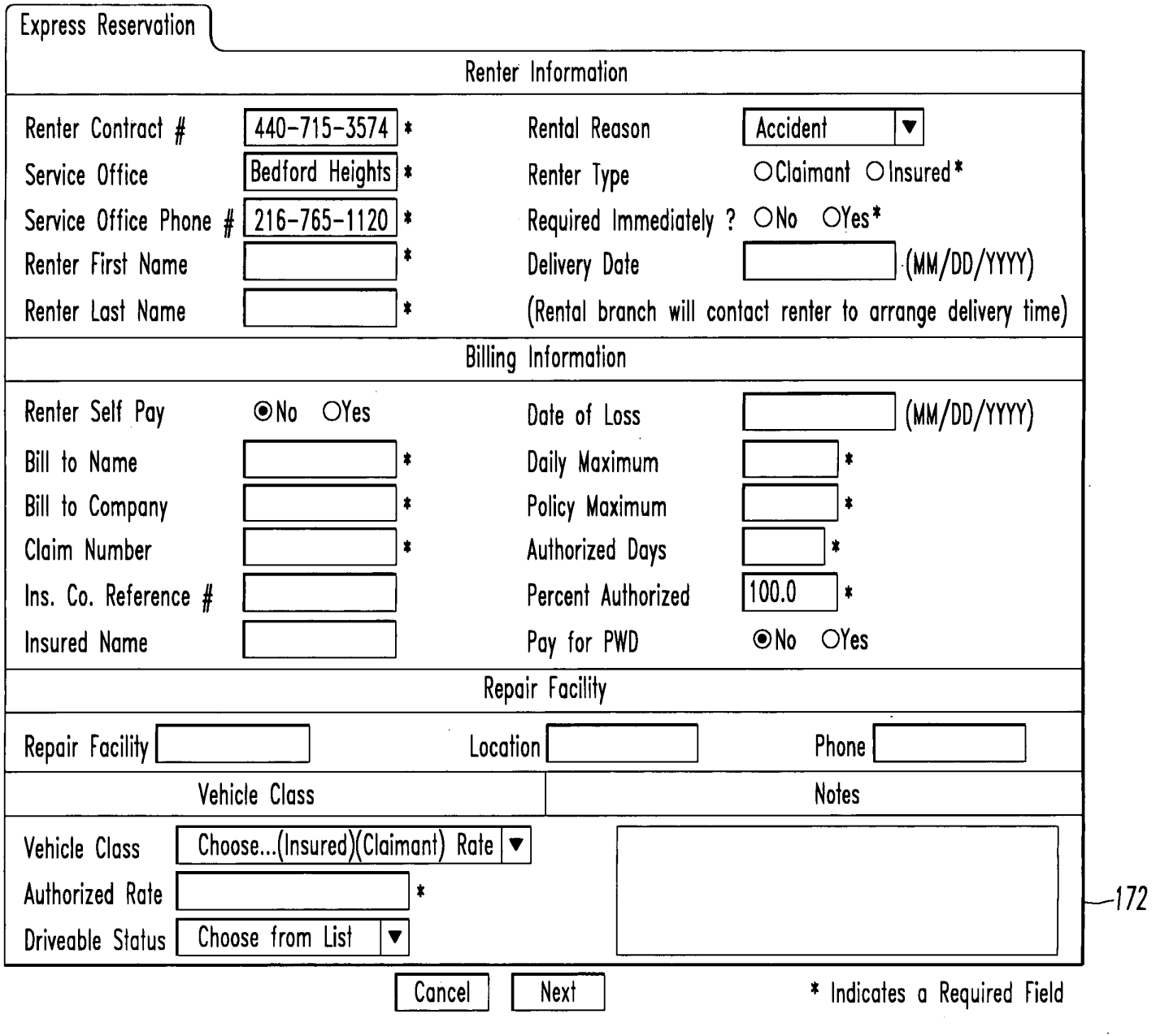

Home
Search
Reports
Settings
Help
Log Off
171
Welcome, RENTAL TRANSFER
My Files
Group Files
Unconfirmed Reservations
Pending Reservations
Open Rentals
Closed Rentals
Incoming Messages
Invoices
0
0
1
0
6
0
160
162
164
166
168
170
180
182
184
186
188
190
The scoreboard refreshes every 10 min.
Press 'F5' to refresh manually.
158
To book a new reservation, provide
a renter telephone #
152
Full Reservation
Express Reservation
154
156
150

FIG. 11

FIG.12


Express Reservation
Renter Information
Renter Contract # 440-715-3574 *
Service Office Bedford Heights *
Service Office Phone # 216-765-1120 *
Renter First Name *
Renter Last Name *
Rental Reason Accident
Renter Type ○Claimant ○Insured*
Required Immediately ? ○No ○Yes*
Delivery Date (MM/DD/YYYY)
(Rental branch will contact renter to arrange delivery time)
Billing Information
Renter Self Pay ◉No ○Yes
Bill to Name *
Bill to Company *
Claim Number *
Ins. Co. Reference #
Insured Name
Date of Loss (MM/DD/YYYY)
Daily Maximum *
Policy Maximum *
Authorized Days *
Percent Authorized 100.0 *
Pay for PWD ◉No ○Yes
Repair Facility
Repair Facility
Location
Phone
Vehicle Class
Notes
Vehicle Class Choose...(Insured)(Claimant) Rate
Authorized Rate *
Driveable Status Choose from List
172
Cancel
Next
* Indicates a Required Field

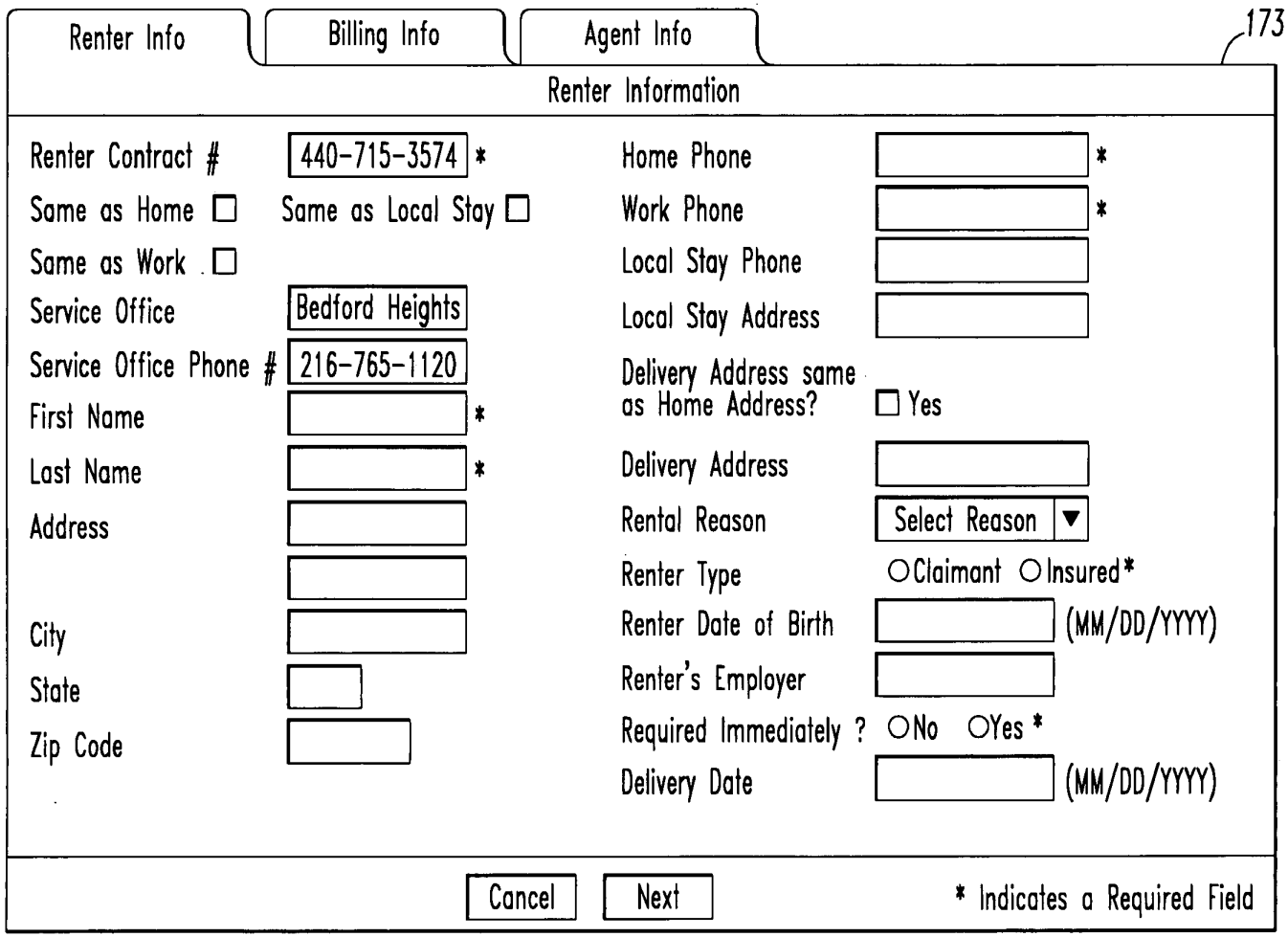

Renter Info
Billing Info
Agent Info
173
Renter Information
Renter Contract # 440-715-3574 *
Same as Home ☐ Same as Local Stay ☐
Same as Work ☐
Service Office Bedford Heights
Service Office Phone # 216-765-1120
First Name *
Last Name *
Address
City
State
Zip Code
Home Phone *
Work Phone *
Local Stay Phone
Local Stay Address
Delivery Address same as Home Address? ☐ Yes
Delivery Address
Rental Reason Select Reason
Renter Type ○Claimant ○Insured*
Renter Date of Birth (MM/DD/YYYY)
Renter's Employer
Required Immediately ? ○No ○Yes *
Delivery Date (MM/DD/YYYY)
Cancel
Next
* Indicates a Required Field

FIG.13A

FIG. 13B

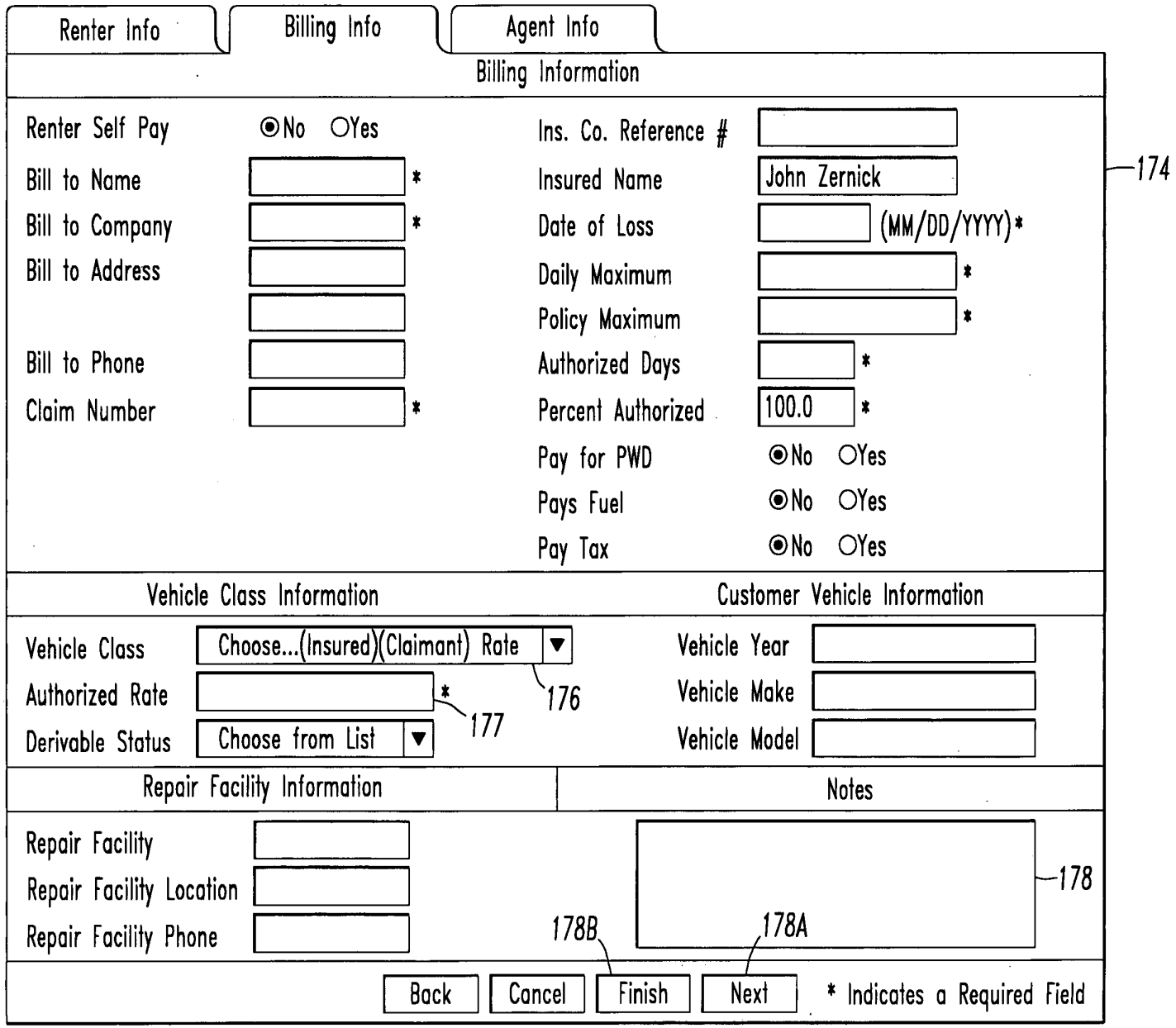

Renter Info
Billing Info
Agent Info
Billing Information
Renter Self Pay
No
Yes
Bill to Name
Bill to Company
Bill to Address
Bill to Phone
Claim Number
Ins. Co. Reference #
Insured Name
John Zernick
Date of Loss
(MM/DD/YYYY)*
Daily Maximum
Policy Maximum
Authorized Days
Percent Authorized
100.0
Pay for PWD
Pays Fuel
Pay Tax
174
Vehicle Class Information
Customer Vehicle Information
Vehicle Class
Choose...(Insured)(Claimant) Rate
176
Authorized Rate
177
Derivable Status
Choose from List
Vehicle Year
Vehicle Make
Vehicle Model
Repair Facility Information
Notes
Repair Facility
Repair Facility Location
Repair Facility Phone
178
178B
178A
Back
Cancel
Finish
Next
* Indicates a Required Field

FIG.13C

Renter Info | Billing Info | Agent Info

Agent & Policy Information

Agent Name		Policy Number	
Agent Location		Expiration Date	
Agent Company		Lilability ☐	
Agent Phone		Collision Ins. ☐	Deductible 0.0
		Comp. Ins ☐	Deductible 0.0

175

Back | Cancel | Finish

* Indicates a Required Field

Open Rentals

179

	200 Insurance Claim#	Adjuster's Last, First Name (202)	Renter's Last, First Name (204)	206 C/I	208 Body Shop	210 Repair Veh Yr/Model	212 Car Out	214 Days Out	216 # of Exts to Date	218 Days Left	220 Total Charges	232 Extend Rental	Change Rate (222)	Messages
192	1212122	Doe, John	Lynch Jennifer	I	NA	NA	11/01/2000	3	1	8	$69.00	Extend	Rate	Message (294)
194	1231231234	Doe, John	Park Andrew	I	NA	NA	09/13/2000	52	7	-2	$468.00	Extend	Rate	Message
196	NA	Doe, John	Kim Jennifer	I	Atlas Transmission	Toyota Camry	10/24/2000	11	0	-1	$165.00	Extend	Rate	Message
198	NA	Doe, John	Zernick John	I	Atlas Transmission	NA	11/02/2000	2	1	5	$59.98	Extend	Rate	Message

This list refreshes automatically every 10 minutes. Press 'F5' to refresh manually.

FIG.14A

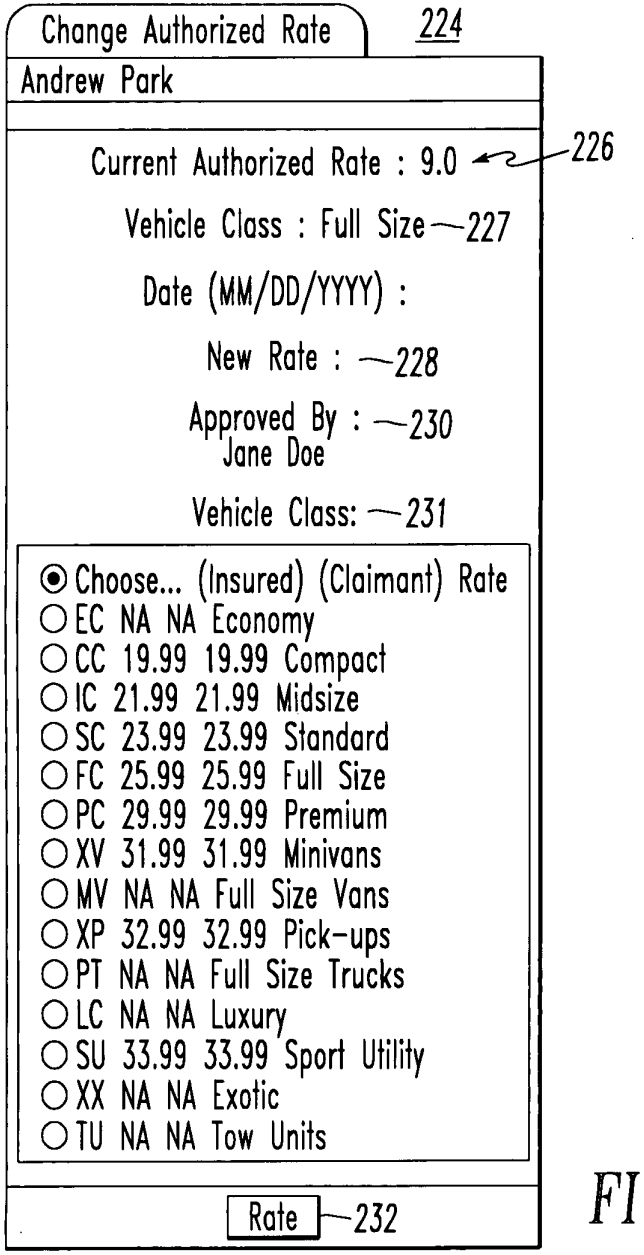


FIG.14B

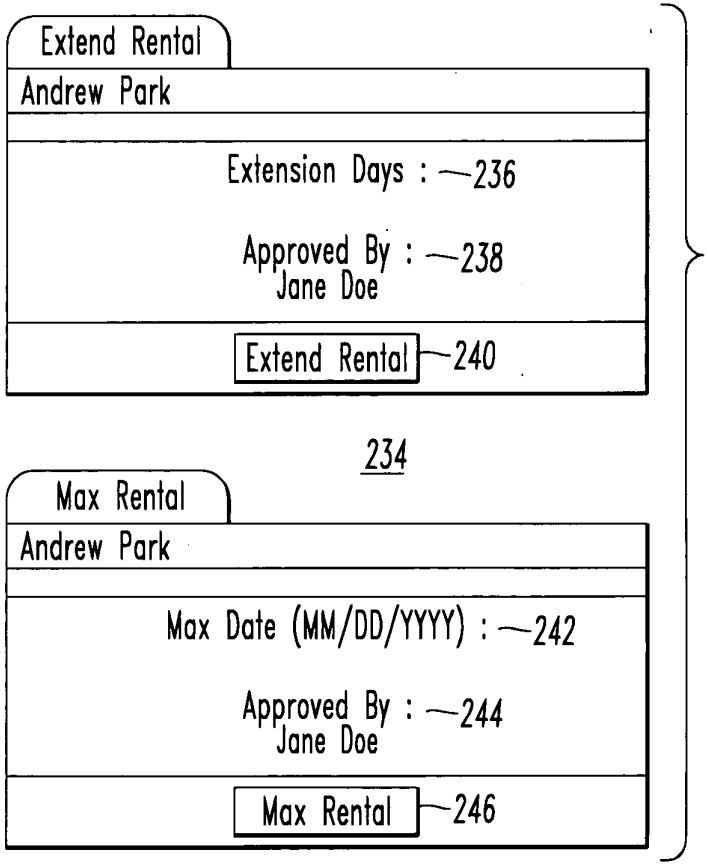


FIG.14C

285277-00016

Pending Reservations

250

270 Insurance Claim #	Adjuster's Last, First Name	Renter's Last, First Name (272)	Insurance Reference # (274)	Rental Provider's Rental # (276)	Date Entered in System (278)	Number of Days in System (280)	Anticipated Delivery Date (282)	Messages (258)	Cancel (284)
252 12345	Doe, Jane	Mills, Stephanie	NA	1350586	11/17/2000	20	11/17/2000	Message	X 264
254 123489	Doe, Jane	Mills, Stephanie	NA	1350606	11/29/2000	8	11/29/2000	Message	X 266
256 12345678	Doe, Jane	Hubbard, Don	NA	1350610	11/29/2000	8	11/29/2000	Message	X 268

262 260

FIG.15A

FIG.15B

Reso#: 1350587 **Renter:** Jennifer Barber **Office:** 11-Bedford Heights **Company:** American Family

12/06/2000 19:30:04 Office: Corporate RCC User: DEMO

Customer needs car by 10 am. Please call. 288

286

Approved By: **Days:** **Authorized Rate:** **Daily Max:** **Policy Max:** 290

292 Send Message | Close

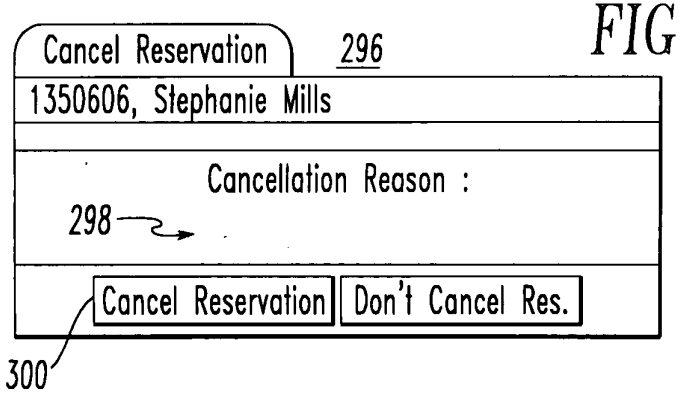


FIG.15C

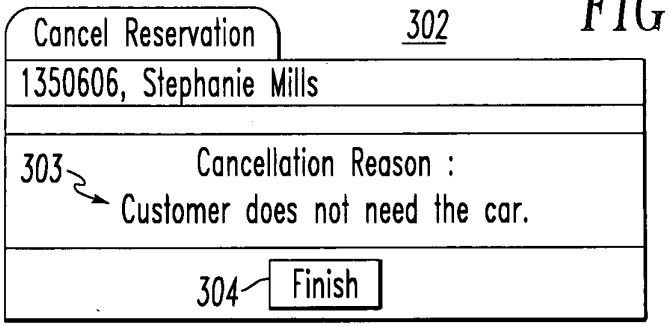


FIG.15D

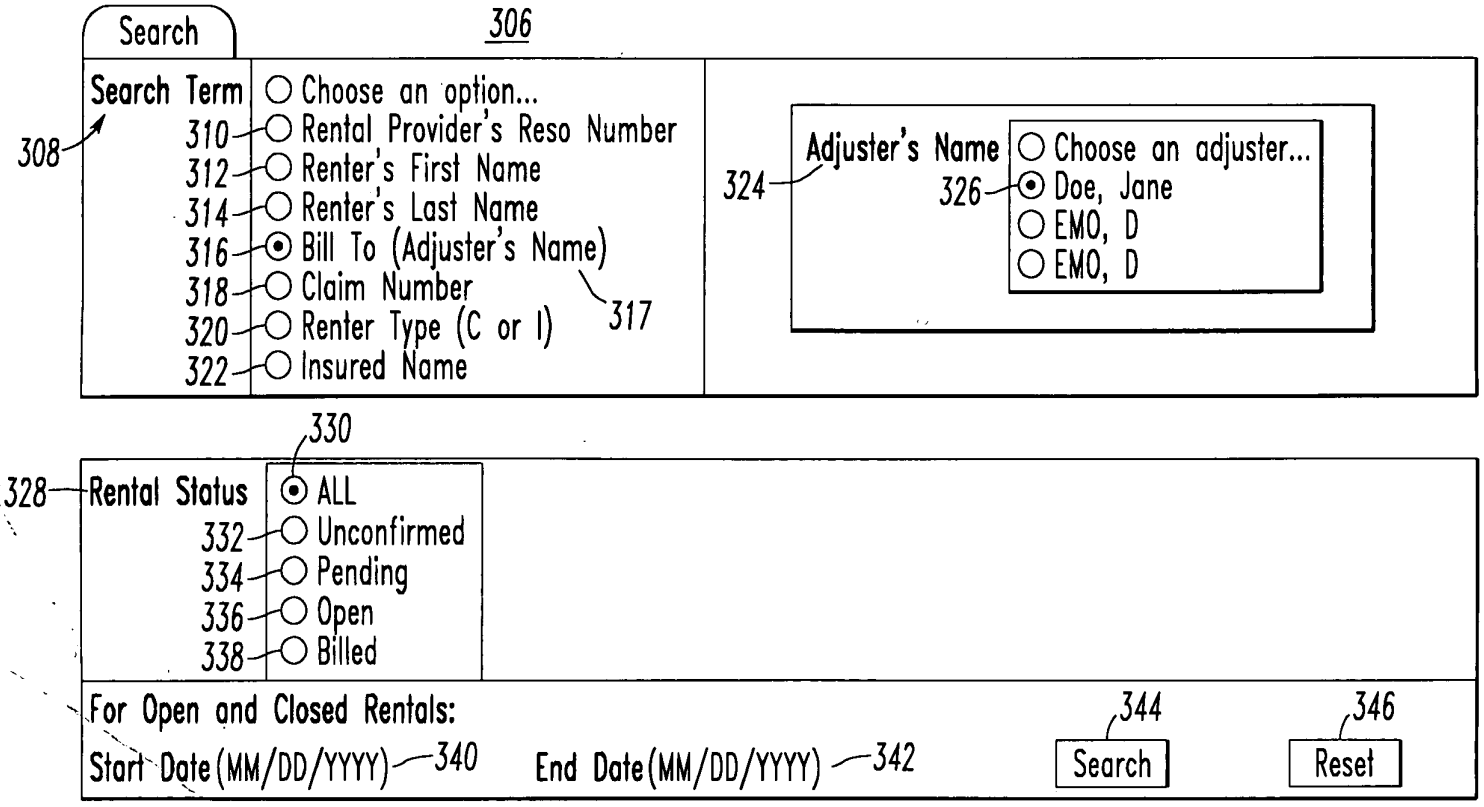


FIG.16

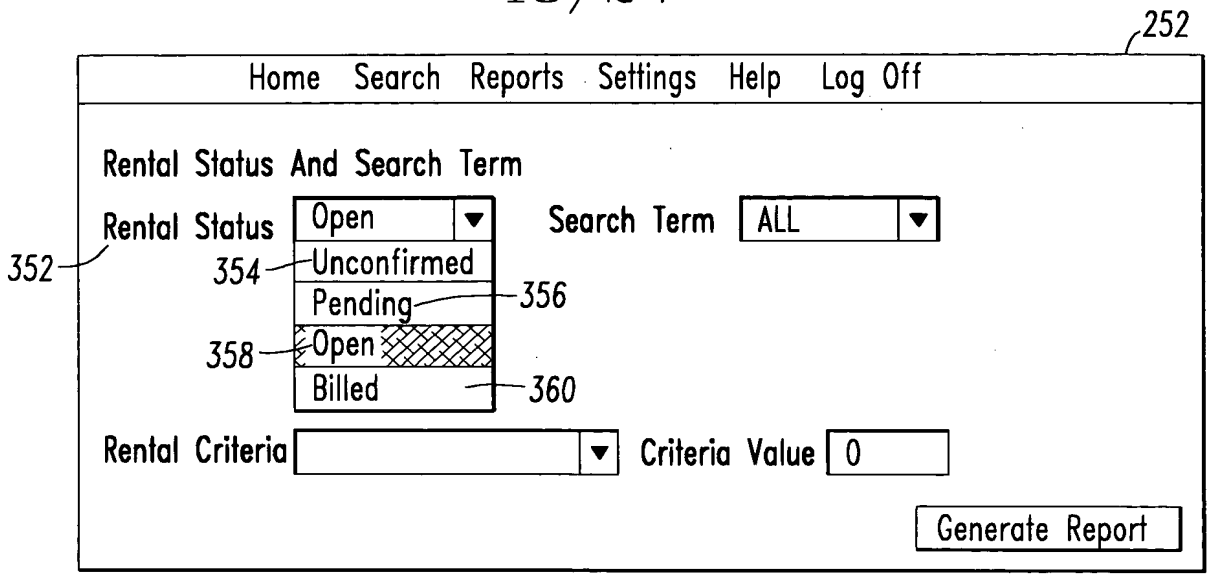


FIG. 17A

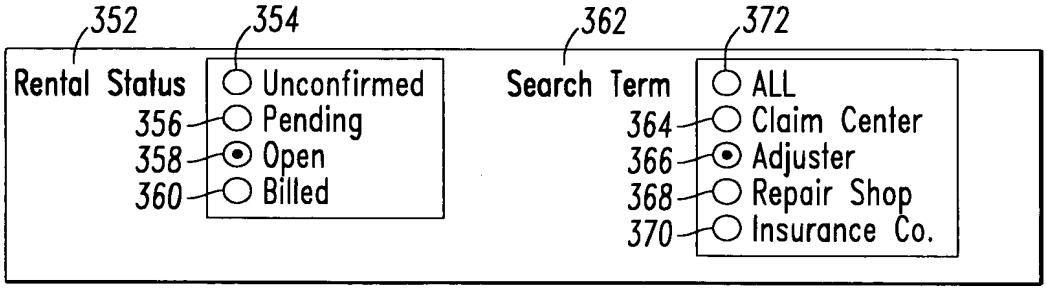


FIG. 17B

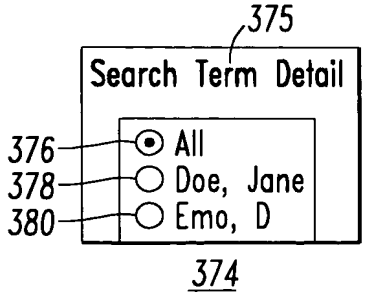


FIG. 17C

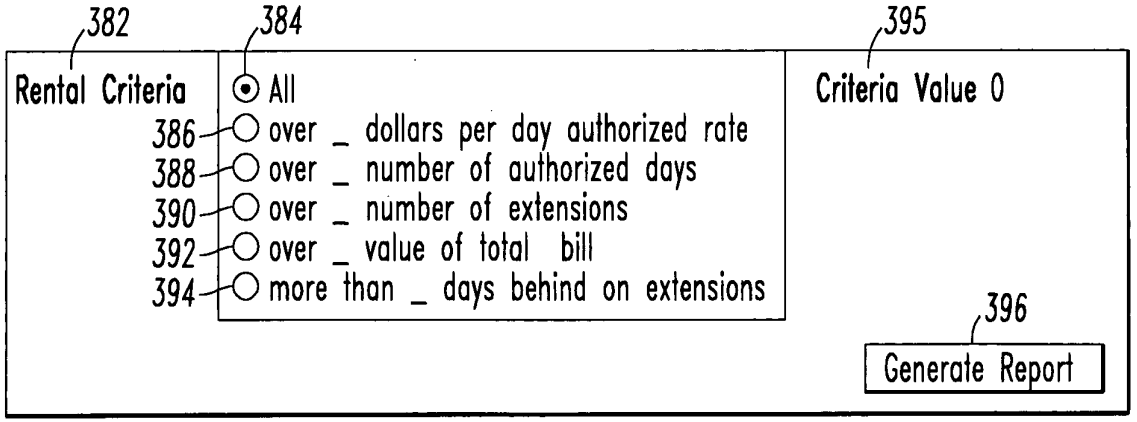


FIG.17D

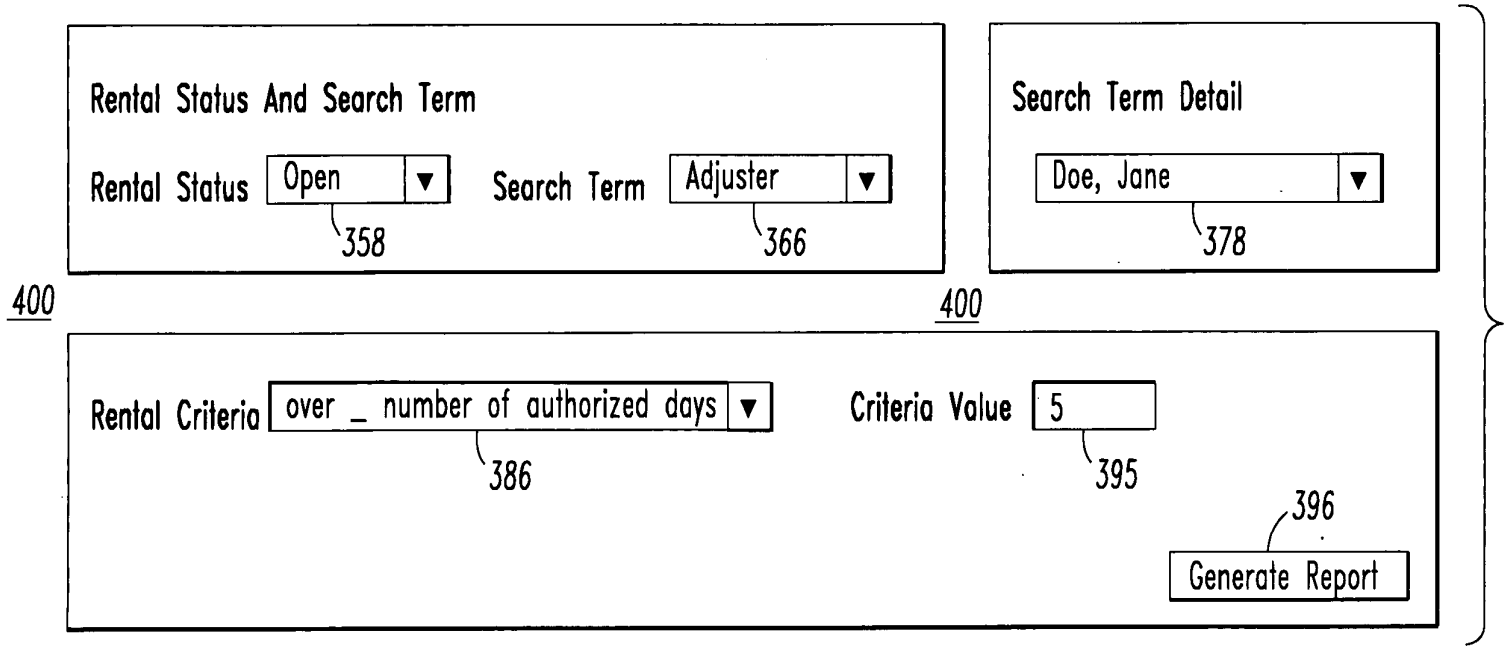


FIG.17E

Open Rentals
With Authorized Days Over 5 Days
For Adjuster : Doe, Jane

406 Last, First Name	408 C/I	410 Office No.	412 Body Shop	414 Repair Veh Yr/Model	416 Car Out	418 Days Out	420 Days Left	11/18/2000 # of ext. to date
Adjuster: Jane Doe								
Kim, Jennifer	I	11	Atlas Transmission	Toyota, Camry	10/24/2000	26	-1	2
Zernick, John	I	623	Atlas Transmission	NA	11/02/2000	17	-10	1
Hartman, Darrell	I	11	NA	NA	11/08/2000	11	-6	0
Mills, Stephanie	I	11	NA	NA	11/08/2000	11	-6	0
Gill, Kevin	I	11	NA	NA	11/08/2000	11	-3	1
Hubbard, Don	I	11	NA	NA	11/08/2000	11	-6	1

402 — 404 — 422

FIG.17F

Management Reports — 424

442 Report Type ◉ Summary (includes only average amounts for all rentals)

444 ○ Detail (includes all rentals)

430 — 436

Renter Type ◉ All
432 ○ Insured
434 ○ Claimant

Date Range From: * To *
438 440

396 Generate Report

FIG.17G

285277-00016

426

Management Reports - Summary
For Adjuster : EMO, D
Where Billing Occured Between 06/30/2000 and 12/31/2000

446 Adjuster	448 Rental Count	450 Rental Length	452 Authorized Days	454 Rental Rate	456 Auth Rate	458 # Times of Extensions	11/18/2000 Total Bill 460
D EMO	2	13.0	6.0	NA	$31.49	0.0	$323.67

FIG. 17H

428

FIG. 17I

Management Reports - Detail
For Adjuster : EMO, D
Where Billing Occured Between 06/30/2000 and 12/31/2000

462 Renter's Name	464 C/I	466 Claim Number	468 Date Out	442 Date In	470 Rental Length	472 Billed Date	474 Auth Days	476 Auth Rate	478 # Times of Extended	480 Vehicle Class	482 Rental Rate	11/18/2000 Total Bill 484
Adjuster: D EMO												
Couch, Tim	C	99999	10/16/2000	11/01/2000	17	11/01/2000	6	$29.99	0	PC	NA	$454.75
Rhett, Eric	I	665565965	10/24/2000	11/01/2000	9	11/01/2000	6	$32.99	0	XV	NA	$192.60
Adjuster Averages:			Rental Count: 2		13.0		6.0	$31.490002	0.0		NA	$323.67

FIG. 18A

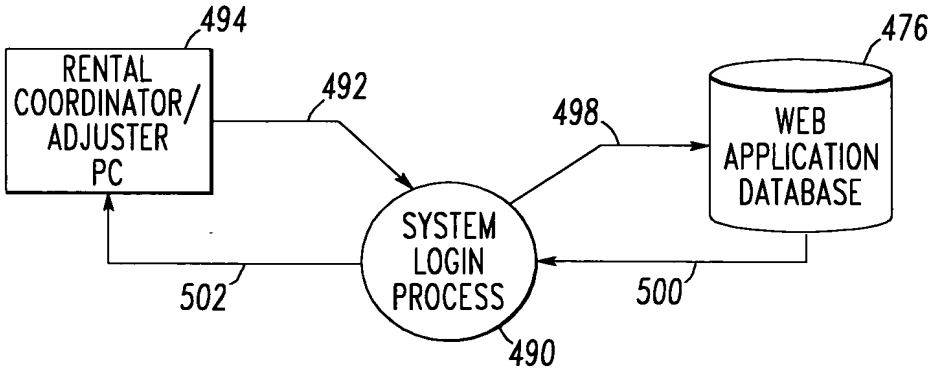


FIG. 18B

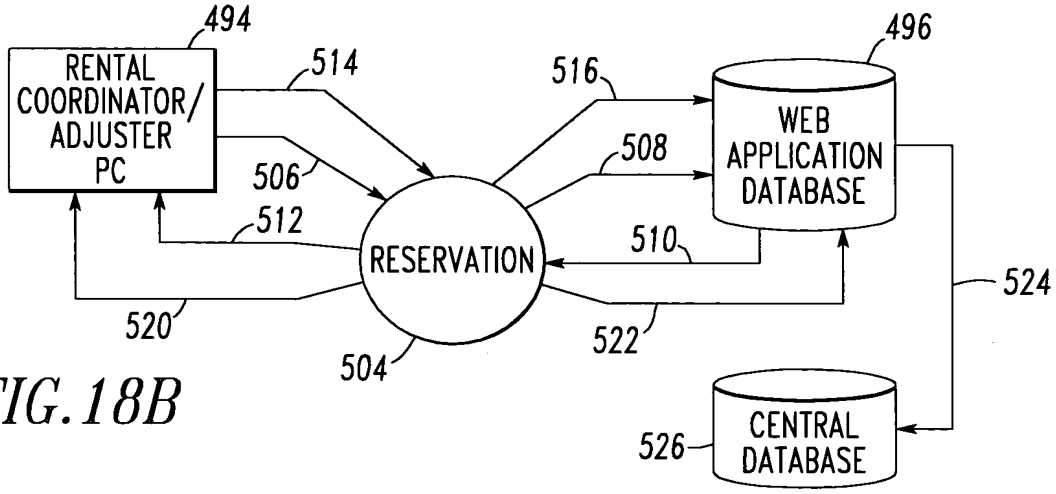
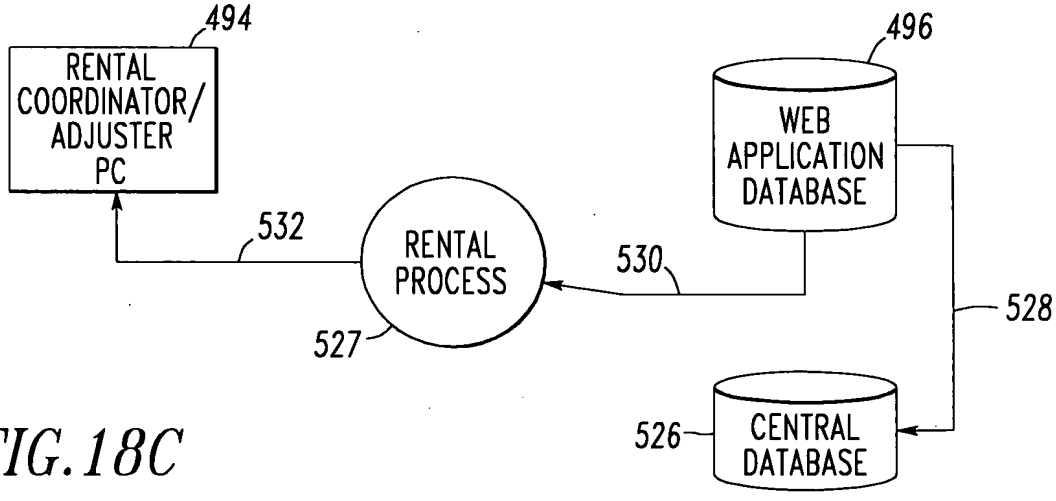


FIG. 18C



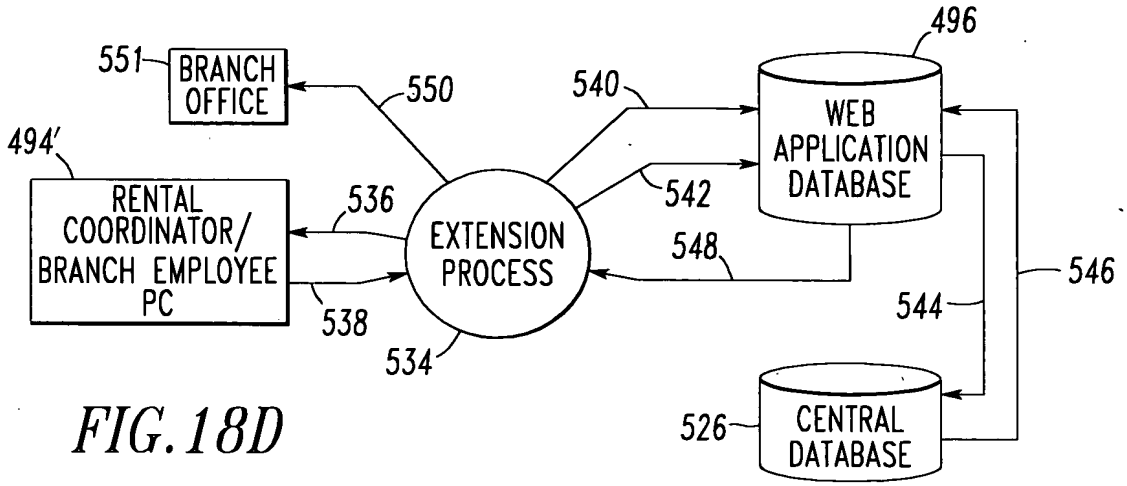


FIG. 18D

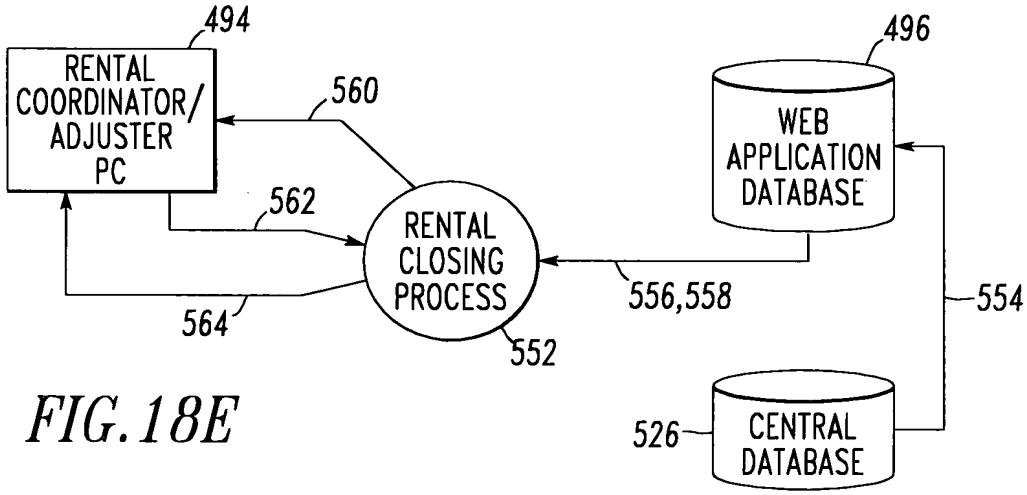


FIG. 18E

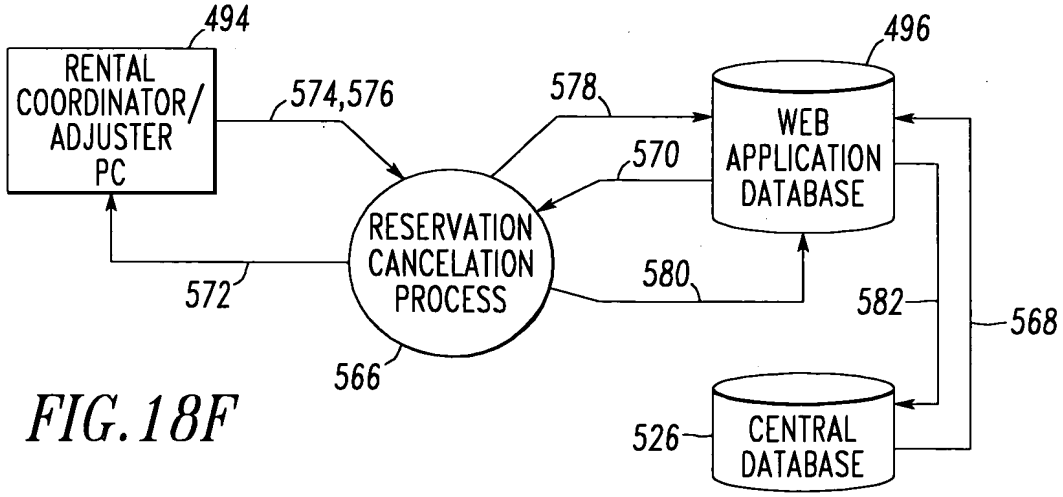


FIG. 18F

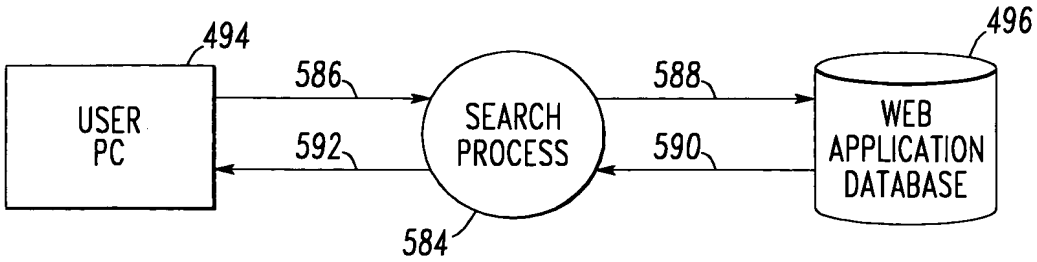


FIG. 18G

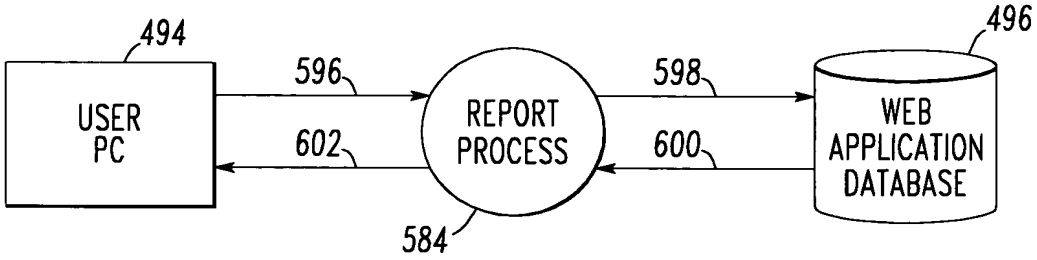


FIG. 18H